

AirWatch Inbox v2.5 for iOS User Guide

Managing your email, calendar, and contacts with AirWatch Inbox

Have documentation feedback? Email docfeedback@air-watch.com. Note that if you require assistance from AirWatch Support you should contact support@air-watch.com.

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Chapter 1:

Overview

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What's New

This guide has been updated with the latest features and functionalities from the most recent release of AirWatch Inbox v2.5. The list below includes these new features and the sections and pages on which they appear.

- Introduced a simpler Calendar UI for iPhones. See [Calendar on page 17](#) for more information.
- Introduced the Caller ID feature to all the Inbox contacts without forcing the user to Export contacts to their native contact application. See [Contacts on page 20](#) for more information.
- Improved reliability and resilience of email, calendar, and contact sync.

Introduction to the AirWatch Inbox User Guide for iOS

Welcome to the AirWatch Inbox User Guide. The AirWatch Inbox is a mobile application that your organization – whether it's a company, school, or something else – has chosen to use to let you access work-related email from your iOS device. The AirWatch Inbox app allows you to read important email on-the-go and sync important contacts and calendars between your everyday work PC and mobile device. The purpose of this guide is to help you use the application so you can access and manage your email. It's divided into a couple of sections and covers the basic usage of the application.

Disclaimer

The screenshots and instructions in this document may differ from what you see on your device, due to the way your organization's AirWatch administrator has configured your device's AirWatch Inbox settings. It is the responsibility of your AirWatch administrator to inform you of any special steps that your organization may require. If you have any questions, please contact your AirWatch administrator.

Requirements

This section describes the information you need to access AirWatch Inbox. Access requirements depend on how your administrator has set up AirWatch Inbox for your organization. Read the descriptions below to learn how to use the information your administrator gave you.

- **Username and Password** – Your AirWatch administrator should provide you with the username and password that you should use. These might be your normal credentials used to log in to a work computer, or they could be unique AirWatch credentials provided to you. If you are unsure of which to use, check with your AirWatch administrator.
- **Single Sign On Passcode** – This passcode is applicable if your organization enables single sign on (SSO) functionality. Single Sign-on is available for the AirWatch Agent or the AirWatch Container applications. You will be prompted to create a passcode if you do not have one. If you already have a passcode, use it when prompted.

Biometric Authentication – If set by your administrator, you are prompted to use one of the biometric authentication methods along with Single Sign-On passcode:

- **EyeVerify Authentication** – Scans an eye print using the device camera to allow access to the application.
- **Touch ID Authentication** – Uses a fingerprint using iOS Touch ID feature.

Note: Eye-Print and Touch Id supported device models are iPhone (5, 5c, 5s, 6, 6 plus) and iPad (4, Air, Mini).

Chapter 2:

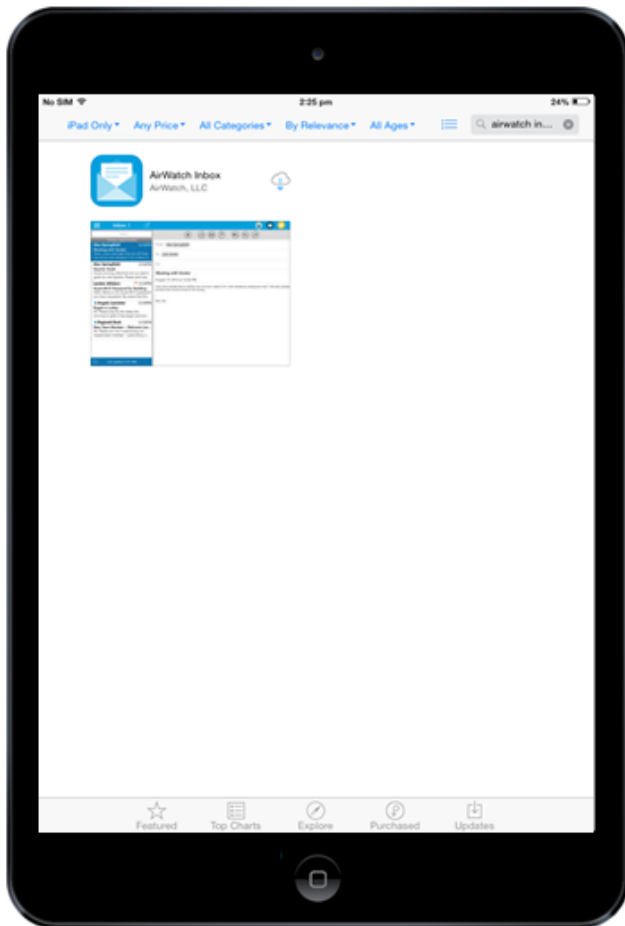
AirWatch Inbox Setup

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If you do not already have the AirWatch Inbox downloaded and installed, then you need to do so before using it. After installing the AirWatch Inbox application, you need to log in to it using your credentials.

Downloading and Installing the AirWatch Inbox

If your device is already enrolled in AirWatch, then you may have already installed the AirWatch Inbox application. Check your device to see if it's installed. If it isn't, then you will be required to download it from the app store. Whether you must download it or not depends on how your AirWatch administrator configured the application. The following instructions detail how to search for and install the application from the app store.



1. On the device, tap the App Store icon. The App Store launches.
2. Use the Search field to search for "AirWatch Inbox". Select the AirWatch Inbox from the results. The app displays in a results list, shown to the left.

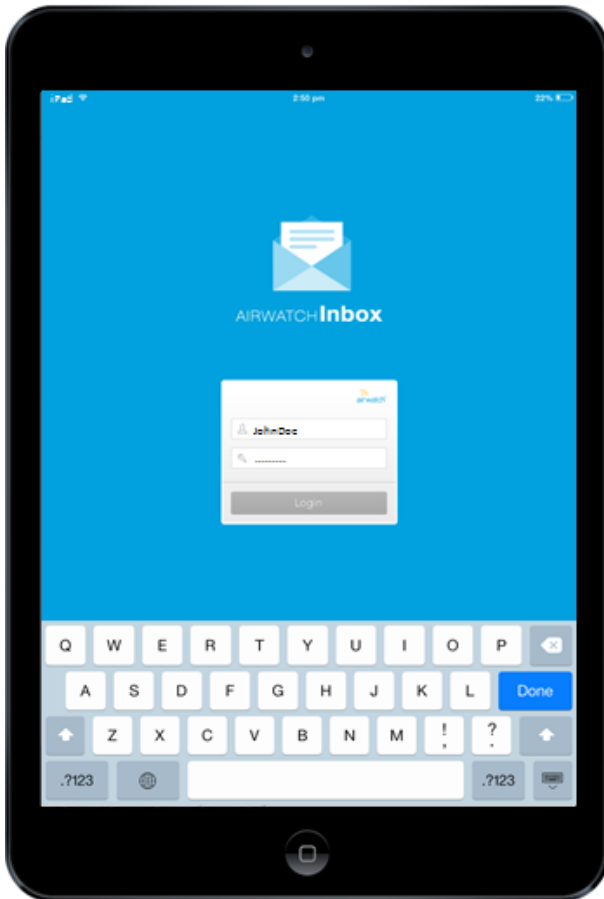
Note: You may need to filter your results to "iPhone Only" to see the app.

3. Tap **Free**, then **Install** to download and install the application.

During installation, you are prompted to accept the remote notifications. These remote notifications allow your administrator to send custom messages directly to the Inbox application through Apple Push Notification service (APNs).

Logging In to the AirWatch Inbox

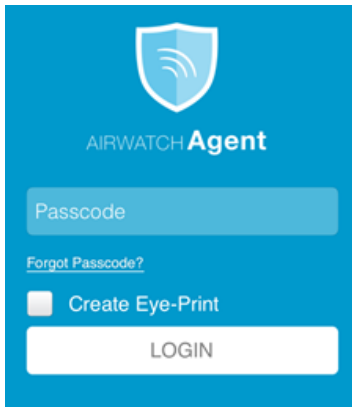
When you first tap and launch the AirWatch Inbox application, you will see a login screen. Before you can use the app, you will need to log in using your credentials, which your administrator should provide to you or use passcode.





1. Open the app by tapping the **AirWatch Inbox** icon. You are prompted to authenticate the app to log in.

Note: The "Configuring..." page with an activity indicator appears as soon as you launch the app. This informs that the app is attempting to fetch the profile and initiating the setup configuration.

2. Enter your **Username** and **Password**, or create **Passcode**.



Note: If configured by your administrator, at this point you are prompted to create Eye-Print/Touch ID. While creating Eye-Print or Touch ID, the Inbox application flips to the anchor application (AirWatch Agent/AirWatch Container). Follow the prompts and instructions to complete the process. If Touch ID is already configured in the device level, you can authenticate using the same.

3. Tap **LOGIN** or tap **Eye-Print** icon ()// **Touch ID** icon ()
4. Read and accept the application's **Terms of Use** agreement, if necessary.

Note: Upon completion of Eye-Print/Touch ID creation, the authentication on subsequent launches can be performed using Eye-Print or Touch ID even without passcode or username/password.

Single Sign On Access

If configured by your administrator, you are prompted to create single sign on (SSO) passcode. Use SSO passcode to access AirWatch Inbox application and other enterprise applications. This passcode is applicable only if your organization enables single sign on functionality with AirWatch Agent or AirWatch Container applications. If you already have a passcode, use it when prompted.

Setting Application Passcode

If configured by your administrator to authenticate with passcode or username/password with SSO disabled, you have to create the passcode at the application level. While accessing Inbox for the first time you are prompted to setup the passcode and use the same on subsequent launches.

Note: The application passcode set for the AirWatch Inbox application level cannot be shared to access any other enterprise applications.

Chapter 3:

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AirWatch Inbox Functionalities on iPhone








This section details how you can use the AirWatch Inbox application to access your email on iPhone. It is divided into the following sections:

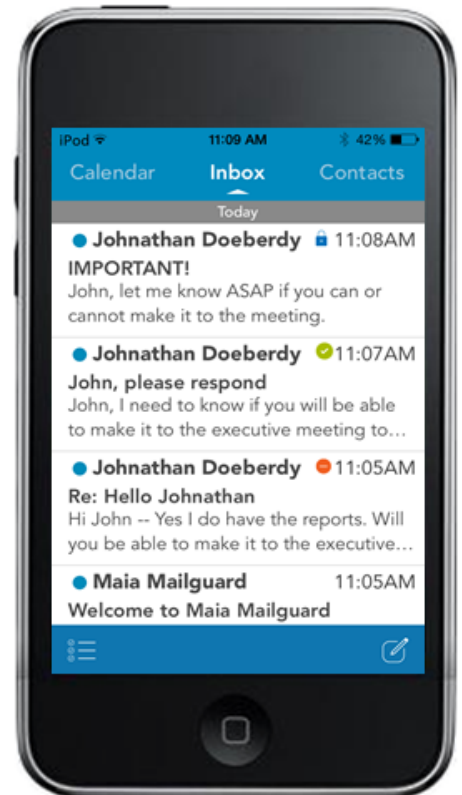
- [Managing, Reading, and Sending Emails](#) – Read and manage email you receive.
- [Viewing Contacts and Calendar](#) – Manage your contacts and calendar.

Managing, Reading, and Sending Emails

View, manage and send email from the Inbox tab.

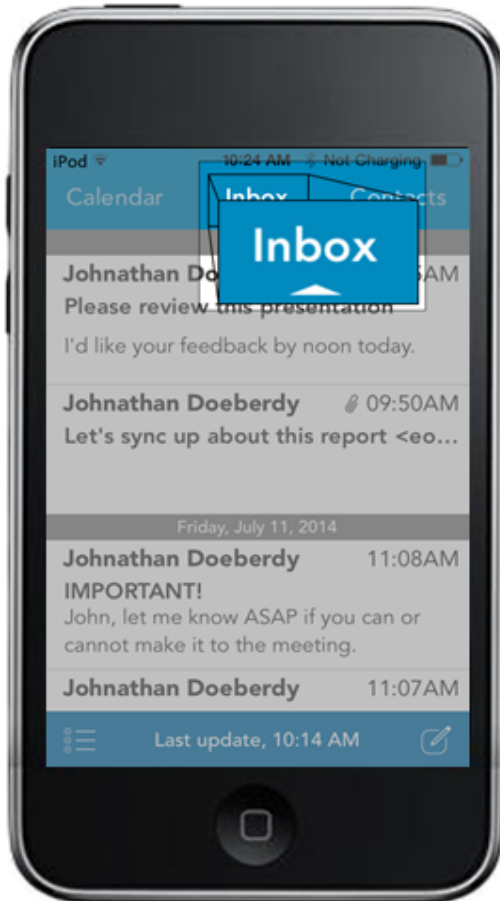
Managing Email

- Tap the **Actions** icon in the bottom-left to view additional actions, such as:
 -  Move an email.
 -  Mark an email as unread.
 -  Delete an email.
- Tap, hold, and drag down the arrow below the Inbox to perform a manual sync or **Search** for emails.
- Some important notifications/icons appended to the emails are:
 -  – A check mark indicates the email message is signed.
 -  – A lock icon indicates the email message is encrypted.
 -  – A red exclamation mark to the left of an email indicates the email message has been flagged as important.
 -  – A red icon indicates the email message is enabled with IRM policies.



Swipe **right to left** on any email message to view an **Additional Options** (three dots) button, which you can tap to view options to:

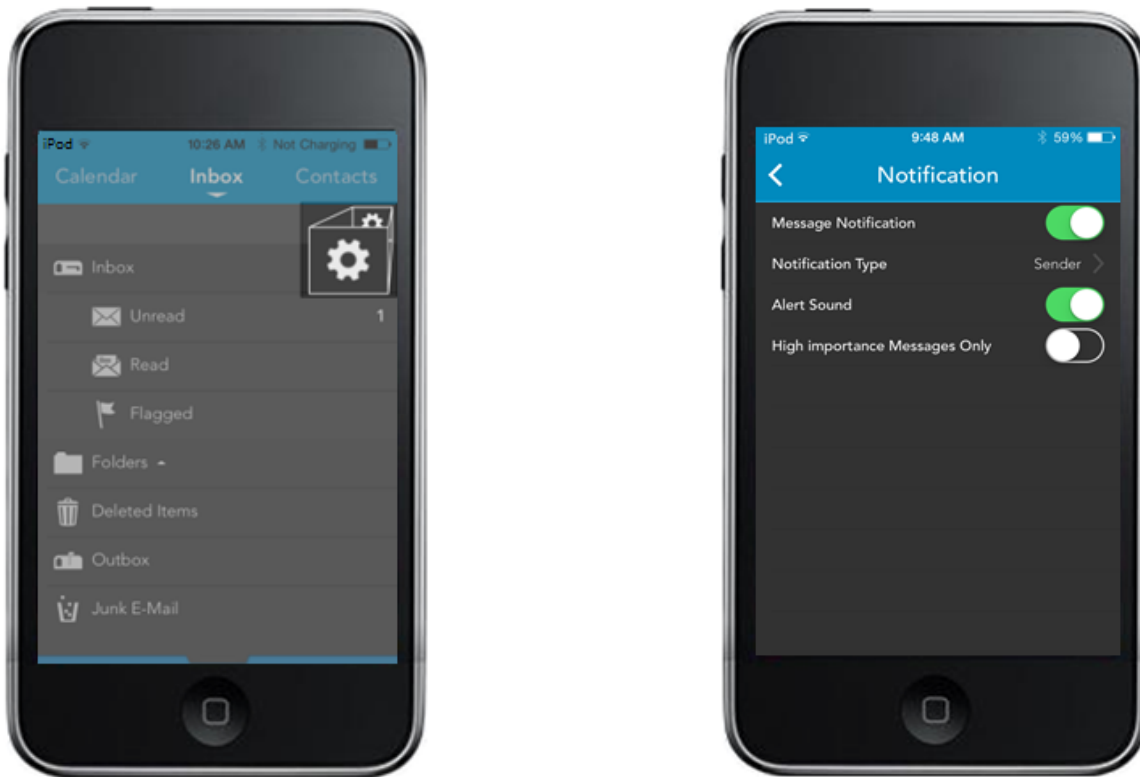
- Flag or Unflag an email message.
- Mark an email message as Read or Unread.
- Move an email message.



- Tap **Inbox** at the top of the screen to access a folder view of your inbox (see image). Pull down the Inbox arrow symbol from the top banner to **Refresh** the inbox folders. This also serves the purpose of manual syncing the app with the server in the background.
 - The background syncing of the app with the server runs even when the device is passcode locked, sustaining the email sync. This sync pulls the emails and badges the app with number of newly received emails.
 - When your administrator has set the sync interval to “Auto”, the application syncs with the sever as often as possible.

The iOS operating system does not allow true “push” background synchronization of the Inbox app (or any third-party app) with the server . It determines when to allow the application to perform a background sync based on an algorithm (which Apple has not released to the public) as well as how often the app is used and at what time of day the app is used (which is not officially confirmed by Apple).

Note: The iOS will not start the Inbox app for the background sync if you have explicitly killed the application.



- Tap the **Settings** icon (⚙️) (shown above, left) next to your email address to view the current AirWatch Inbox settings. From here you can:
 - Configure your signature.
 - Tap **Advanced** to see the settings as defined by your AirWatch administrator.
 - Tap **Notification** to set your notifications settings for emails you receive, shown above at right.

Viewing Email

Tap a single email to open and read the message. Once you've opened a message, use the available options on the bottom of the screen to:

- View attachments
If the email message contains attachments, select the paper clip icon to view all attachments in a list. Select a file to open it in the available apps.
- Reply
- Forward
- Delete

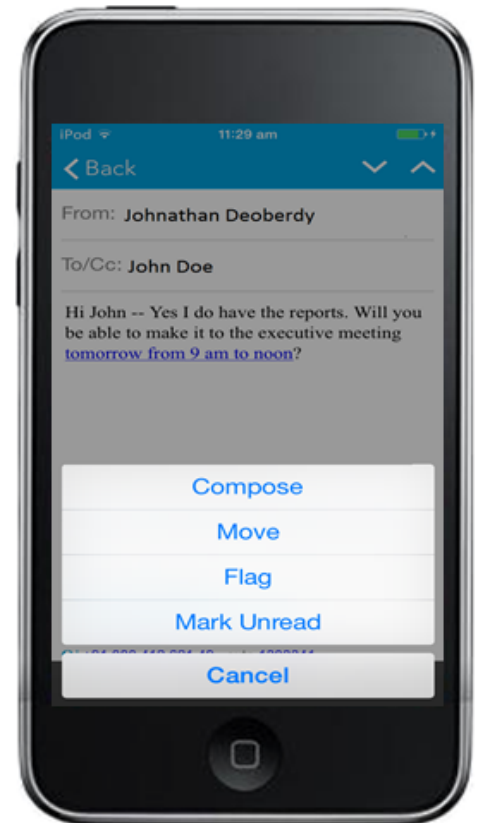
Use the **Additional Actions** button (the three dots) to pull up additional options such as **Compose**, **Move**, **Flag**, and **Mark Unread**. If your received message has the red icon (🔴), tap it to view the IRM policies that have been applied on it. For more information on IRM policies refer, [AD RMS Enforced or IRM-enabled Emails](#) section.

Press-hold the email message to copy and paste within the application. You cannot copy data from the application and paste anywhere outside the application; however, data can be copied from outside the application and pasted into the application.

If your email message has contact numbers details, tap hold on the number and perform any of the following actions accordingly to:

- Call
- FaceTime Audio – Make Face Time audio calls.
- Send Message
- Add to Contacts – Save contacts directly into phone contact book
- Copy

If configured by your administrator, attachments can open only in the AirWatch Content Locker or other approved apps and hyperlinks can open in AirWatch Browser. At certain times, even when you are offline or lost the network connectivity, you can still be able to retrieve unread emails without losing any data.



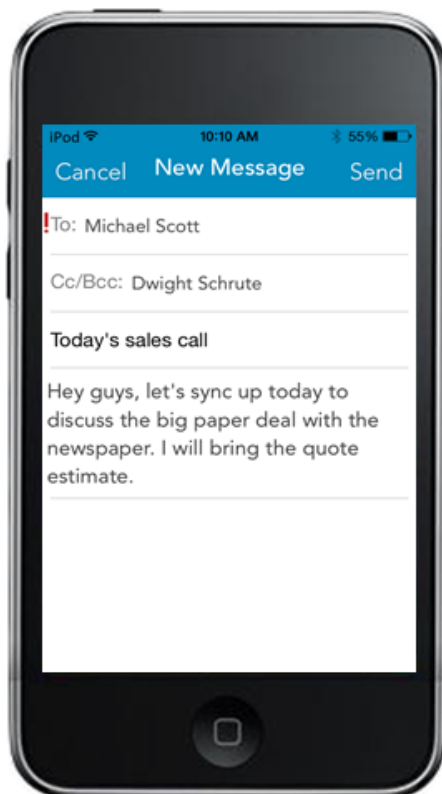
AD RMS Enforced or IRM-enabled Emails

You will be able to view and send Information Rights Management (IRM) enabled emails only if your exchange server has Active Directory Rights Management Services (AD RMS) / IRM enabled. On receiving such IRM-enabled emails, you will be restricted from doing following actions based on the restriction policies set by your admin:

- Reply
- Reply All
- Forward
- Copy
- Modify recipient
- Export
- Print

If you try doing any of the above actions, you will receive a message saying "Prevented by Rights Management Policy". The red icon is seen adhered to all the IRM-enabled email messages. Tap it to view the security restrictions applied on that email message.






Sending Email



Create a new email message by selecting the **Compose** icon (✉) in bottom-right of your Inbox screen. The compose message screen provides the following email message options:

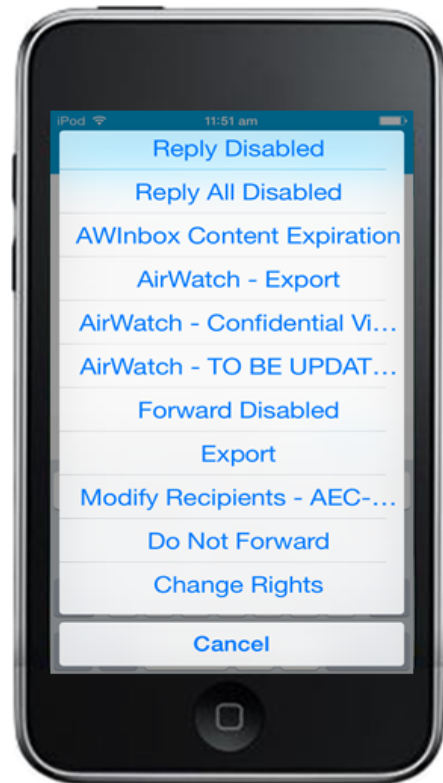
- **To** – Manually type one or multiple recipient email address.
- ⊕ – Add multiple recipients in the **To** list by inserting iPhone contacts.
- **Cc/Bcc** – Copy or blind copy recipients to the message.
- **Subject** – Enter a subject for the message.
- **Body** – Click the body box to compose your message.

You can see the following icons above the keyboard as you compose a message:

-  – Mark the email as important.
-  – Sign the email.
-  – Encrypt the email.
-  – Attach photos, documents, and videos.
-  – Apply IRM policies to the email. Tap the icon to choose one among the many IRM policies to apply to the message (shown in the image).

Press and hold the content to Cut, Copy, Paste, Replace or Define the selected term or the content.

Once your message is ready, tap **Send**. Tap **Cancel**, if you want to discard the message or save it as a draft in the **Draft** folder to send later.



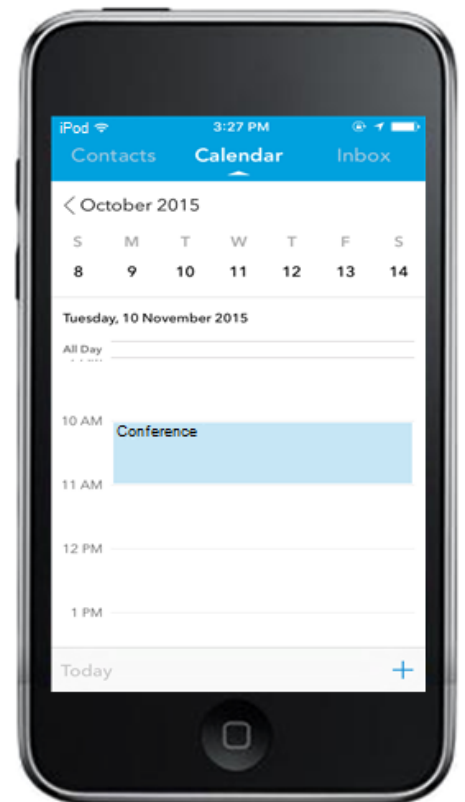
Calendar and Contacts

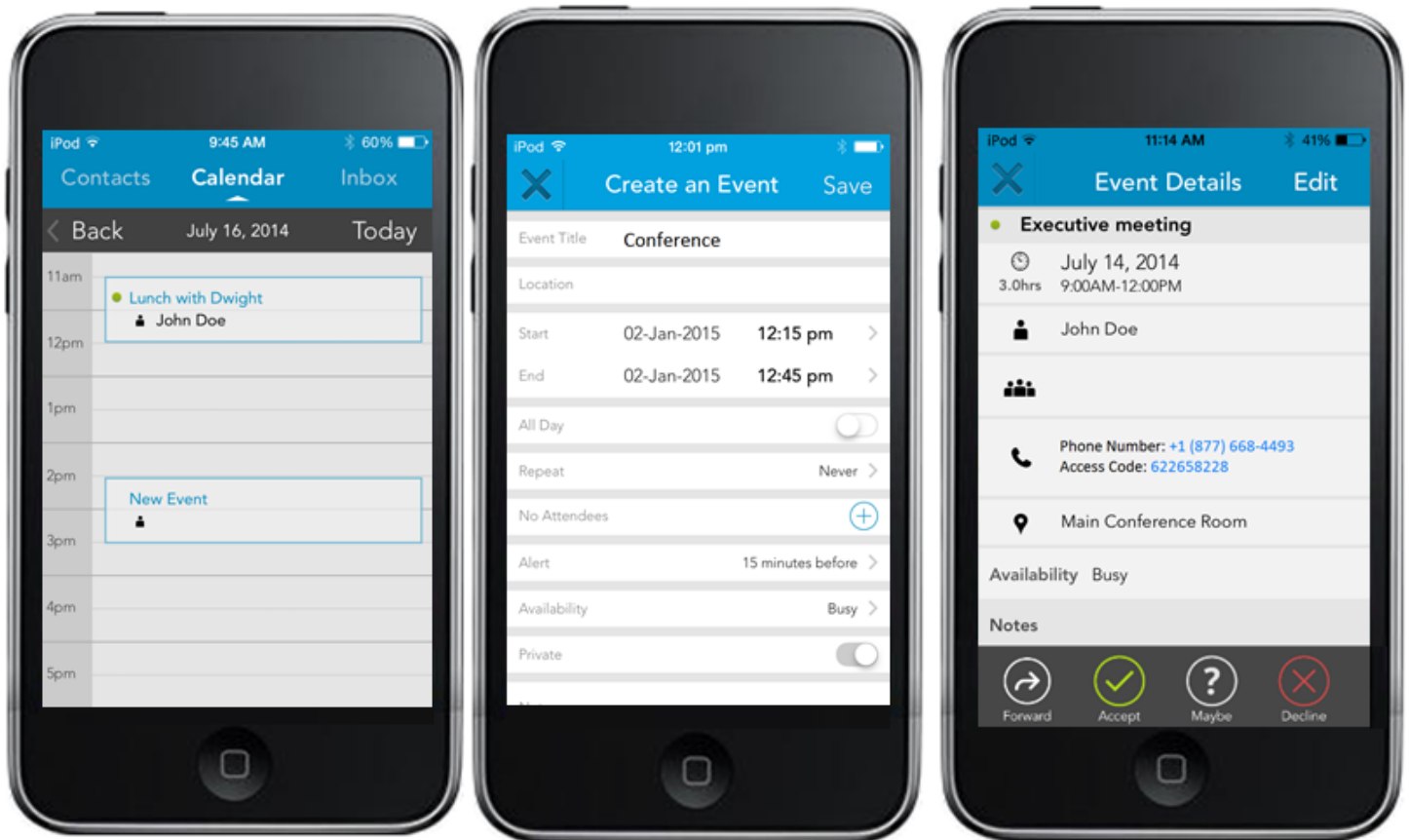
Calendar

View, manage and create calendar events from the **Calendar** tab. AirWatch Inbox allows you to view synced Calendar information and create or edit existing calendar events.

From the main Calendar screen, review synced calendar events and scroll through available calendar information. Use the calendar option to:

- Switch the view mode to **Month** or **Day**.
Tap the month or Today (located at the bottom of the screen) to switch the view.
- Create new events using the **Plus** icon (+).





- Tap a specific date to view your appointments for that day (shown above, at left). **Tap and hold** on any random date to create a new event (shown above, at middle). Enter the event details and set the event as **Private** if required.
- Select a specific appointment to review appointment information (shown above, at right) including:
 - Appointment name
 - Time and duration
 - Appointment organizer
 - Appointment attendees
 - Phone number
 - Appointment location
 - Availability
 - Appointment notes

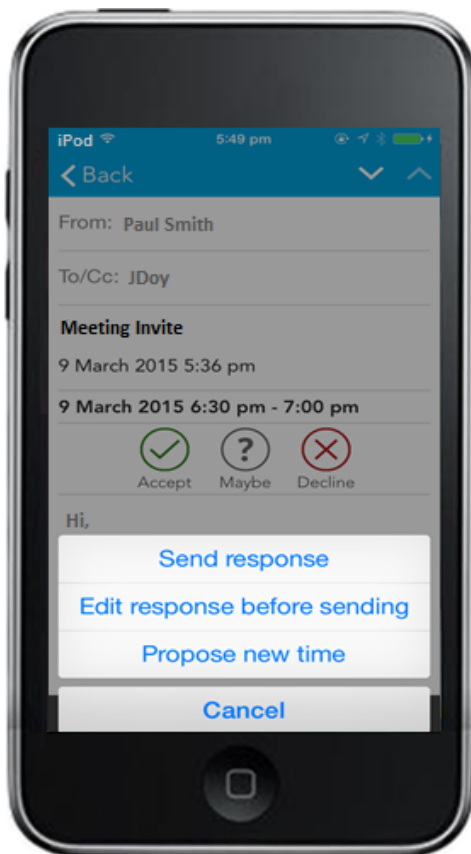
Upon receiving the invite, you can perform various actions on it including:

- **Edit** the event details.
- **Forward** the event details to new attendees.
- **Accept** your invite you received.

- Select **Maybe** option to:
 - Send Response to the event organizer.
 - Edit the response before sending to the event organizer.
 - Propose a new time for the event.
- Setup a conference **Call** by a single click on the phone number.
- **Decline** your invite.

While creating/editing the events, set up the time duration in **Alert** field (in minutes/hours/ days) to receive event reminders in the form of alerts for the newly created events or for the upcoming calendar events.

Proposing New Time



Tap the meeting invite for which you have to propose a new time. Select **Maybe** option and then choose **Propose new time**. Set the event Start time and End time for the event.

Upon setting the time, the email screen with the customized content appears (content can be edited). Send the mail to the event organizer with the proposed time requesting the organizer to send the updated meeting request with the suggested time.

Cancel	Maybe Event	Send
--------	-------------	------

Organizer Paul Smith

Event Meeting Invite

Location Conf Room1

JDay has tentatively accepted, but proposed that you change the meeting time and then send an updated meeting request.

I	The	I'm
Q	W	E
R	T	Y
U	I	O
P		

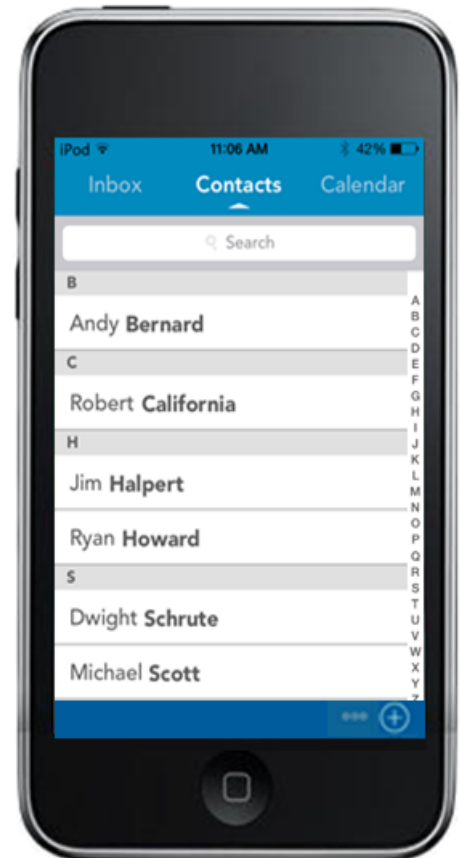
Contacts

View your contacts from the **Contacts** tab. AirWatch Inbox allows you to view synced Contacts information and send emails or text messages to them.

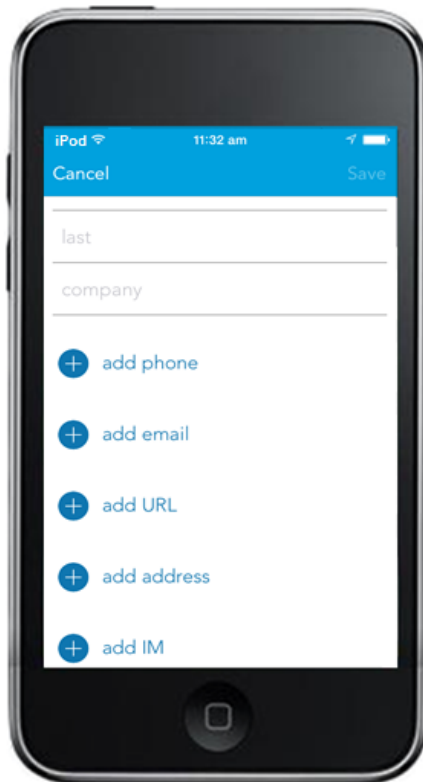
From the main Contacts screen, scroll through the list of contacts or use the top **Search** bar to search for users by a particular name or Global Address List. To enable Caller ID to all the Inbox contacts, utilize the **Caller ID** functionality in the Inbox **Settings**. This feature saves the contact details into the native contact application and enables the device to provide caller Id. You can also use **Options Menu** (three dotted buttons on the bottom-right of the screen) to turn on and off the **Enable Caller ID**.

Note: If required, your administrator can disable **Enable Called ID** feature in the profile. If disabled, you cannot see **Enable Caller ID** option in the device.

Note: Please note that contacts' name and number from the Inbox are stored in plain text inside the native contacts application when **Caller ID** is enabled.



Creating New Contact



To create a new contact, use **Add** icon (⊕) at the bottom of the contact list view. You can add information including full name, last name, company full name, email address, phone numbers, web page, IM address, home address, and business address. You can also:

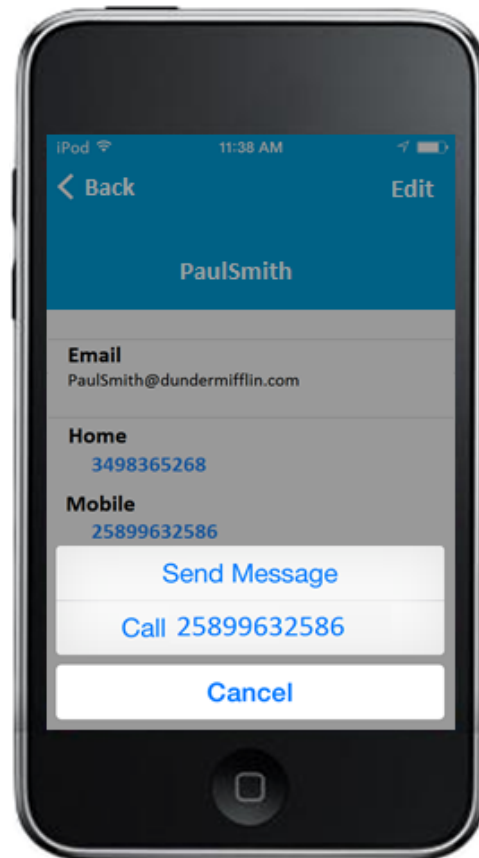
- Save the newly created contact and view in the contact list view.
- Edit the newly created contact and view the edited contact in the contact list view.
- Delete the newly created contact.

Note: Swipe **right to left** for any of the fields to delete the information.

Viewing and Editing Contact Details

Select a contact to view and edit the available contact information. From this page, you can also **Call** or **Send Message** to the phone number by tapping it and **Send Email** messages by tapping the email address.

Note: Sending a message to a phone number requires the device to be connected to a network.



AirWatch Inbox Functionalities on iPad

This section details how you can use the AirWatch Inbox application to access your email on iPad. It is divided into the following sections:




- [Managing, Reading, and Sending Emails](#) – Read and manage email you receive.
- [Viewing Contacts and Calendar](#) – Manage your contacts and calendar.

Managing, Reading, and Sending Emails





View, manage and send email from the **Inbox** (✉) tab.

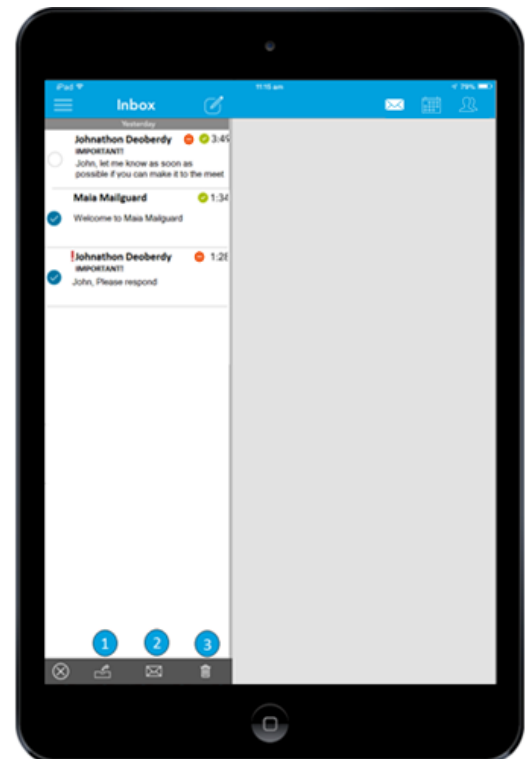
Managing Email

From the main Inbox screen, tap the **Actions** icon in the bottom-left of the page to:

1.  Move an email.
2.  Mark an email as read/unread.
3.  Delete an email.

Some important email notifications/icons available in Inbox are:

-  – A check mark indicates the email message is signed.
-  – A lock icon indicates the email message is encrypted.
-  – A red exclamation mark to the left of an email indicates the email message has been flagged as important.
-  – A red icon indicates the email message is enabled with IRM policies.





Tap the line icon (☰) on the top banner to pull up the folder view of your Inbox.

Tap the **Settings** icon (⚙️) to view the current AirWatch Inbox settings. From here you can:

- Configure your signature.
- Tap **Advanced** to see the settings as defined by your AirWatch administrator.
 - Tap **Notification** to set your notifications settings for emails you receive.

Viewing Email

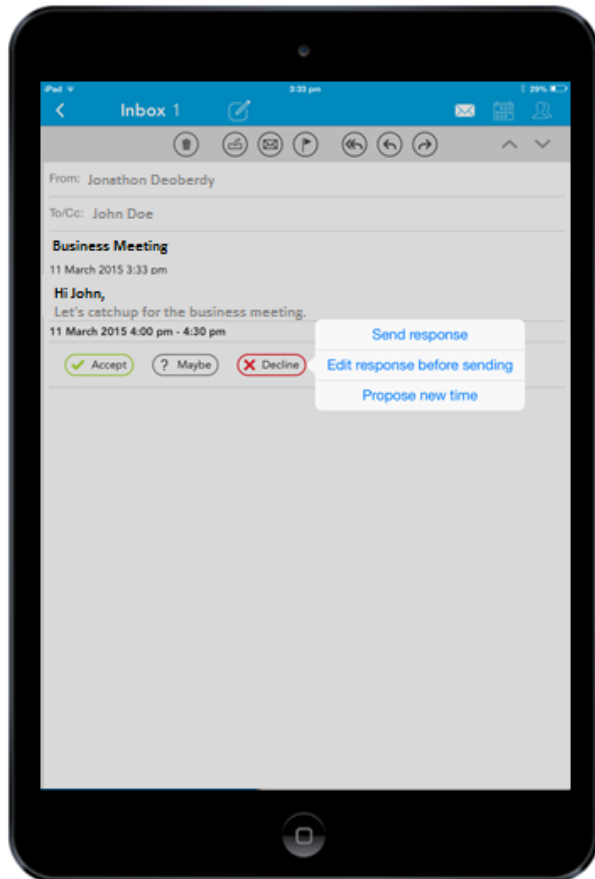
AirWatch Inbox allows you to view synced emails from the Inbox icon. This background sync with the server will be alive even when the device is locked with the passcode. Once you've opened a single message, use the available options on the top of the message screen to:

1. View attachments – If the email message contains attachments, select the paper clip icon to view all attachments in a list. Select a file to open it in the available apps.
2. Move an email message.
3. Mark an email message as Read or Unread.
4. Flag or Unflag an email message.
5. Reply All
6. Reply
7. Forward
8. Delete

If your received message has the red icon (🚫), tap it to view the IRM policies applied to it. For more information on IRM policies refer, [AD RMS Enforced or IRM-enabled Emails](#) section in this guide.



Handling Meeting Invites

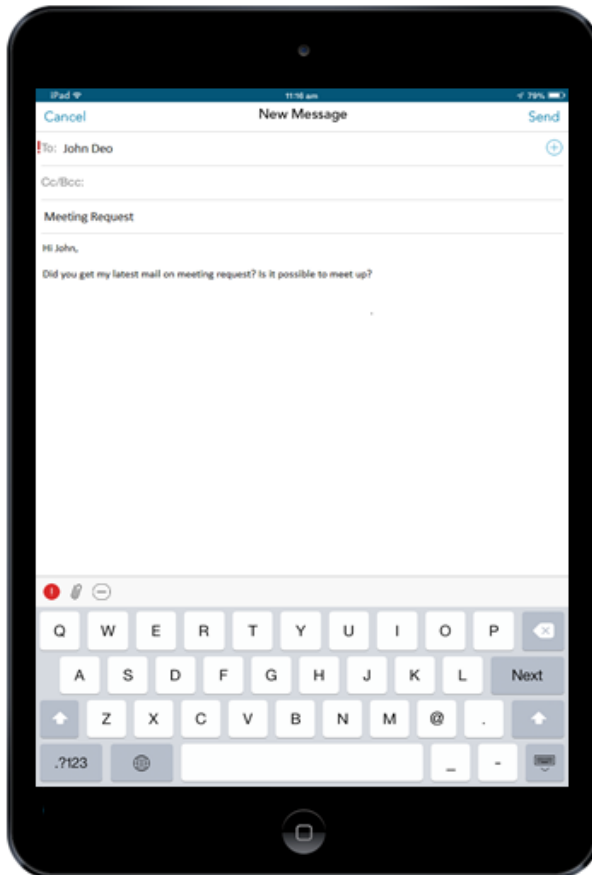


On receiving a meeting invite in Inbox folder, you can either **Accept**, **Decline** or select **Maybe**. When choosing any of these options, a pop up appears allowing you to inform the event organizer by:

- Sending the meeting response.
- Editing the meeting response before you send.
- Proposing new time for the meeting to occur – Upon selection, the Start time screen followed by End time screen appears. Following which the email screen with the customized content appears (content can be edited). Send the mail to the event organizer with the proposed time requesting the organizer to send the updated meeting request with the suggested time.

At certain times when you are offline or lose the network connectivity, you can still retrieve unread emails. Use the up and down arrows buttons on the top right of the screen to move to the previous or the next email message. Tap the left arrow next to Inbox to pull up the additional folders or tap **Compose** icon (✉) to create new email message.






Sending Email



Create a new email message by selecting the **Compose icon** (✉) on the top banner of your Inbox screen. The compose message screen provides the following email message options:

- **To** – Manually type an email address or use the **Contacts** icon (⊕) to access available iPad contacts.
- **Cc/Bcc** – Copy or blind copy recipients to the message.
- **Subject** – Enter a subject for the message.
- **Body** – Click the body box to compose your message.

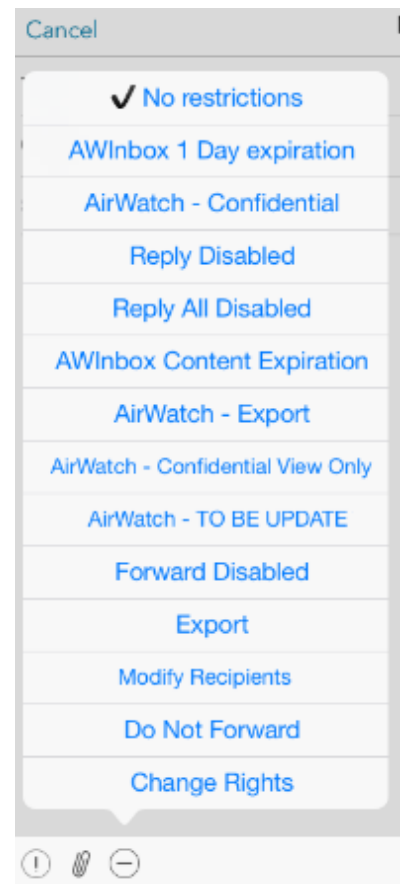
You may see the following icons above the keyboard as you compose a message:

-  – Mark the email as important.
-  – Sign the email.
-  – Encrypt the email.
-  – Attach photos, documents, and videos.
-  – Apply IRM policies to the email. Tap the icon to choose one among the many IRM policies (shown in the image).

Press-hold the content to Cut, Copy, Paste, Replace or Define the selected term or the content within the application.


Importantly, you cannot copy data from the application and paste anywhere outside the application; but, you can copy data from outside the application and paste into the application.

Once your message is ready, tap **Send**. Tap **Cancel** if you want to discard the message or save it as a draft in the **Draft** folder to send later.




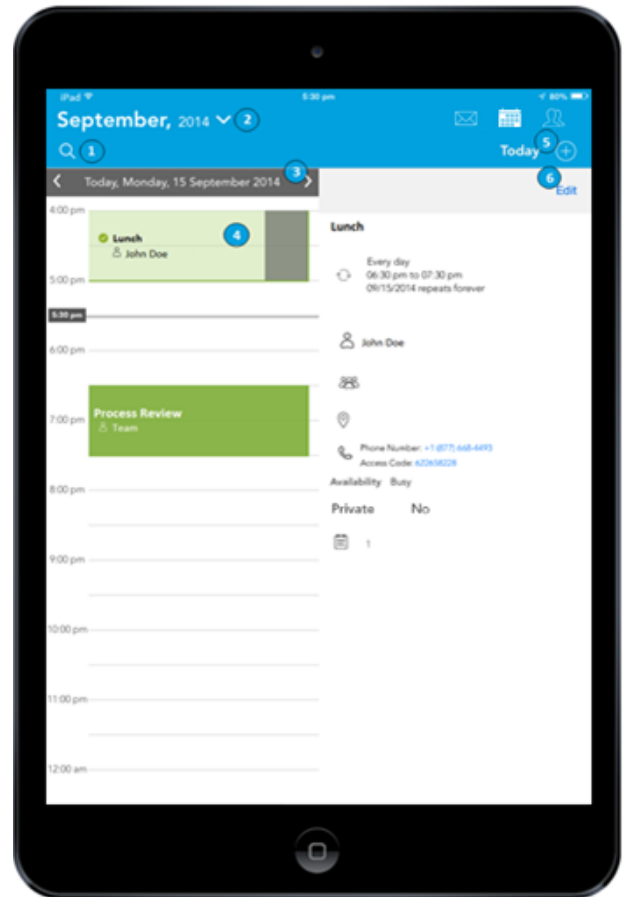
Viewing Calendar and Contacts

Calendar

View, manage and create calendar events from the **Calendar** icon . AirWatch Inbox allows you to view synced Calendar information and create or edit existing calendar events.

From the main Calendar screen, review the synced calendar events and scroll through available calendar information. Use the calendar options to:

1. Search
2. View by **Month** and **Year**
Tap the drop-down arrow next to the month's name to view the calendar events of the upcoming month or the previous month.
3. View by specific **Day/Date**.
4. See Calendar notifications, which show new event invitations. From here you can accept or decline an invite.
5. Create new events. To create new event, tap the **Add** icon () or tap and hold on any random date.
6. Edit the received event.



Tap a specific date to view your appointments or event invitations for that day. **Tap and hold** on any random date to create a new event (shown above, at middle). Enter the event details and set the event as **Private** if required.

Select a specific invitation to review its information such as:

- Appointment name
- Time and duration
- Appointment organizer
- Appointment attendees
- Phone number
- Appointment location
- Availability
- Appointment notes

On receiving the invite, you can perform various actions on it including:

- **Edit** the event details.
 - You can edit the status of an accepted invite by tapping **Edit** and then **Change Response** field. Choose **Maybe** or **Decline**. Select **Maybe** option only if you are interested/not interested attending the event for that particular day or the entire series.
- **Forward** the event details to new attendees.
- **Accept** your meeting invite.
 - When forwarding or accepting the invite, a pop up appears allowing you to do one of the following actions:
 - Send Response to the event organizer.
 - Edit the response before sending to the event organizer.
 - Propose a new time for the event.
- Setup a conference **Call** by a single click on the phone number.
- **Decline** your invite.

While creating/editing the events, set up the time duration in **Alert** field (in minutes/hours/ days) to receive event reminders in the form of alerts for the newly created events or for the upcoming calendar events.

Contacts

View your contacts from the **Contacts** icon (👤). AirWatch Inbox allows you to view synced Contacts information and send emails or call or message to them.



From the main Contacts screen, scroll through the list of contacts or use the top **Search** bar to search for users by a particular phrase or Global Address List.

To enable Caller ID to all the Inbox contacts, utilize the **Caller ID** functionality in the Inbox **Settings**. This feature saves the contact details into the native contact application and enables the device to provide caller ID. You can also use **Options Menu** (three dotted buttons on the bottom-right of the screen) to turn on and off the **Enable Caller ID**.

Tap the **Add** icon (+) to create new contact. The features and functionalities are as same as iPhone (refer iPhone - [Creating New Contact](#) section for more details).

Select a contact to view and edit the available contact information. From this page, you can **Call** or **Send Message** to the phone number by tapping it and **Send Email** messages by tapping the email address.

Note: Sending a message to a phone number requires the device to be connected to a network.